



Productivity Board Member  
**Scott Turner**

Scott Turner, Assistant Director for the Administrative Services Division of the Department of Personnel, oversees five administrative programs, six mid-level Program managers, and a \$5.1 million budget.

Turner's 26 years of experience includes a variety of executive management

QUARTERLY  
SPOTLIGHT

level positions held in both public and private sectors within Oregon and Washington state.

Turner is an advocate of many volunteer projects such as Boy Scouts.

Turner earned his Masters degree in Public Administration from Brigham Young University in Provo, Utah.

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- Federation of State Employees Appointee Wanda Riley
- Department of Personnel Assistant Director Scott Turner
- Council Of College Presidents Executive Director Terry Teale

Washington State Productivity Board

Smart Government is a quarterly publication of the Washington State Productivity Board

Smart Government is printed in house by the Productivity Board

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P.O. Box 40244  
Olympia, WA 98504



Washington  
Secretary of State  
SAM REED

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# SMART GOVERNMENT

A NEWSLETTER PUBLISHED BY THE

WASHINGTON STATE PRODUCTIVITY BOARD

August 2004



## HERO Increases Productivity

It's hard to believe it has been ten years since Kurt Peterson, Superintendent of Washington Corrections Center (WCC) suggested that WCC implement a revolving employee program that recognizes the hardships in life and restores optimism to staff working in correctional facilities.



Helping  
Employees  
Restore  
Optimism

**"I broke my foot and was out of work for 4 1/2 months. HERO came to my aid and paid my bills. Their timing could not have been any better."**  
-L.Lyman, Electrical Supervisor

HERO: Helping Employees Restore Optimism is a program created for employees, by employees. This program sympathizes with the ill, congratulates employees in happy times, and assists students of staff in small scholarships.

During the holidays, HERO adopts several staff members and their families, providing meals and gifts for the children to ensure they have a bright and cheery holiday.

The dynamic HERO program does not stop at Washington Corrections Center. Starting in 2000, Clallam Bay,

**"I had a death in the family, HERO bought my plane ticket so I could be with my children. Without this program, I wouldn't have made it to the funeral."**  
-J.Brooks, C/O Public Access

HERO also recognizes employees at unexpected times like handing out mini maglights to all correctional staff, surprising oncoming shifts with breakfast or hot chocolate.

Stafford Creek, and McNeil Island Corrections Center have implemented the program with similar recognition techniques. HERO looks at the needs facing all institutional staff regardless of their membership status.

**"The Productivity Board gives state employees an outlet to put their money-saving ideas to work. The program makes government run more efficiently and empowers workers to improve their jobs."**

Joseph Lehman  
Secretary of Department of Corrections

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**State Employees Help Feed Children**  
**Word Search**

Put your money saving ideas to work.

Office of the Secretary of State  
P.O. Box 40244  
Olympia, WA 98504

WASHINGTON PRODUCTIVITY BOARD





### Productivity Board Meetings

- October 1, 2004
- November 5, 2004
- December 3, 2004
- January 7, 2005
- February 4, 2005
- March 4, 2005
- April 1, 2005

\*meetings are held at 10:00 AM

### Did you Know?

In 1950 California led the way by creating the first employee suggestion program. Since, the Merit Award Program has saved more than \$70 million and is open to all active and retired state employees with the exception of officers and personnel of the universities of California and California state Universities.

Award amounts, like Washington are based on 10% of the annual savings. Departments have the authority to award \$5,000 or less, anything in excess requires approval of the Merit Award Board  
Recent Awardees from California include:

**Correctional Counselor** saved \$484,260 by developing a computer program to standardize institutional Staff, which led to two automated forms.  
**Product Engineer Technician** saved \$124,741 by improving a process to use standards for purchasing (versus bids)



### Employee’s Idea Saves \$135,000

Carol Cox, an employee with the Department of Licensing (DOL), knows how confusing it can be for people renewing their Washington State driver license.

Before Cox’s idea was implemented in June, people driving through Oregon who received a ticket or failed to pay their tickets, would have their license suspended in the National Driving Record System used by states to report suspended licenses across the country.



Anyone who applied for a Washington state driver license with unpaid fees in Oregon had to pay those fees to Washington in order to receive a Washington driver license.

According to estimates, three full-time employees spent nearly 95 percent of their job confirming suspensions with Oregon and collecting fees. And more than \$135,000 was spent annually on long distance calls, paper, and postage.

“I always wondered, ‘Why are we doing this?’” said Cox. “I just kept asking everyone I could further and further up the ladder, ‘*why does Washington collect Oregon’s fees.*’ The answers I got along the way were ‘*I don’t know*’ or ‘*we’ve always done it that way.*’ However, I’ve always believed that if that’s the answer, then something probably needs to change.”

Cox’s idea will save Washington State \$135,389 per year, and an additional \$75,900 per year in staff time.

### Simple, Low-Cost recognition Ideas to Honor Employees

Giving employees recognition is a great way to show appreciation. Here are a few easy low-cost ideas for recognizing state employees.

- Bake fortune cookies with personalized messages like:  
We are FORTUNATE to have you on our team, Your ideas are clever and you will be rewarded, You are worth a FORTUNE to us.
- Have a “Not Going Away Party”
- Give them a can of soda with a note saying, “Thanks, your CAN-DO attitude is refreshing.”
- Place a York Peppermint Pattie on an employee’s desk with a card that reads, “thanks for keeping your cool when the going got tough.”
- Shower an employee with an umbrella; include a note that says, “Thanks for covering me.”
- Start your staff meetings with “Kudos” as the first agenda idea.

### Department of Corrections Word Search

A W A R D K V H G F U X K Y C  
I I T F N H G E S A S D Z B O  
C U N S N O I T S E G G U S R  
W C E J A K I T C T W Q O J R  
A D M I N I S T R A T I O N E  
C S E A T C B P I O T G W F C  
O S V G B E O B E N P R O F T  
U E O E G H A M E W G P H A I  
N C R N H M P M M Q L O U T O  
S O P C W L T Z T U L D C S N  
E R M Y O R N H Z Y N B E E S  
L P I Y A S U P E R V I S O R  
O V E P R O T C E R I D T S M  
R E E M A N A G E R A D D Y Z  
G D O W D E U L A V C H L I U

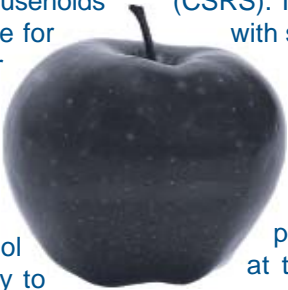
\*find answers to the word search at [secstate.wa.gov/productivityboard/key.aspx](http://secstate.wa.gov/productivityboard/key.aspx)

ADMINISTRATION  
AGENCY  
AWARD  
COMMUNITY  
CORRECTIONS  
COUNSELOR  
DEPARTMENT  
DIRECTOR  
EMPLOYEE  
IMPROVEMENT  
MANAGER  
PROCESS  
RECOGNITION  
STAFF  
SUGGESTIONS  
SUPERVISOR  
SUPPORT  
TEAM

### State Employees Help Feed Children

Each Year more than 260,000 children in Washington State receive free or reduced price lunches. Traditionally before school begins in September, The Department of Social and Health Services (DSHS) mails 90,000 letters to households receiving Food Stamps or Temporary Assistance for Needy Families (TANF) informing them of their children’s eligibility to receive free meals at school.

Unfortunately, children who were eligible to receive these meals, were missed because their parents or guardians failed to return the letter to their child’s school district. For this reason, the school district was not aware of the student’s eligibility to participate in the free meal program.



Last September, DSHS partnered with the Office of the Superintendent of Public Instruction to combine information into a database called the Core Student Record System (CSRS). This method matches DSHS children information with school district student information on a monthly basis allowing eligible families to have their children automatically certified for free meals throughout the year.

Creating a more efficient and effective nutrition program will ensure children do not go hungry while at the same time saving the state over \$30,000 annually.